

#2 8/28/03  
CJPatent**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**JC979 U.S. PTO  
10/06129  
11/13/01  


In re Application of: LOWERY

) Examiner: Not yet assigned

Serial No.: Not yet assigned

) Group Art Unit: Not yet assigned.

Filing Date: Herewith

) Attorney Docket No.: G04.014

For: METHOD AND APPARATUS  
FACILITATING COMMUNICATION  
REGARDING A CUSTOMERCommissioner for Patents  
Washington, D.C. 20231**INFORMATION DISCLOSURE STATEMENT**

Sir:

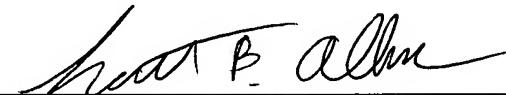
Applicants submit herewith patents, publications or other information of which they are aware that they believe may be material to the examination of this application, and in respect of which, there may be a duty to disclose.

The filing of this information disclosure statement shall not be construed as a representation that a thorough search has been made, an admission that the information cited is, or is considered to be, material to patentability, or that no other material information exists. Nor shall the filing of this information disclosure statement be construed as an admission against interest in any manner.

This Information Disclosure Statement is filed in accordance with 37 CFR §§1.56, 1.97 and 1.98. The items listed on the accompanying Form PTO-1449 may be deemed to be pertinent to the above-identified application and are made of record to assist the Patent and Trademark Office in its examination of this application. The Examiner is respectfully requested to fully consider the items listed on the enclosed copy of Form PTO-1449 and to independently ascertain their teaching.

No fee is believed to be due under 37 CFR §1.17(p) for this Information Disclosure Statement since it is being filed concurrently with the above-identified application.

Respectfully submitted,



November 13, 2001

Date

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Substitute for form 1449A/PTO				<i>Complete if Known</i>	
<b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b>				Application Number	Not yet assigned
				Filing Date	herewith
				First Named Inventor	LOWERY
				Group Art Unit	Not yet assigned
				Examiner Name	Not yet assigned
Sheet	1	of	2	Attorney Docket Number	G04.014

Examiner Signature		Date Considered	
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**\*EXAMINER:** Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

<sup>1</sup>Unique citation designation number. <sup>2</sup>See attached Kinds of U.S. Patent Documents. <sup>3</sup>Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). <sup>4</sup>For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. <sup>5</sup>Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST.16 if possible. <sup>6</sup>Applicant is to place a check mark here if English language Translation is attached.

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				First Named Inventor	LOWERY
				Group Art Unit	Not yet assigned
				Examiner Name	Not yet assigned
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OTHER PRIOR ART - NON PATENT LITERATURE DOCUMENTS				
Examiner Initials*	Cite No. <sup>1</sup>	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.		
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	B	Welch, Jack - CEO, "Our Vision for the next century is - A global service company that also sells high quality products", GE Capital Real Estate - The Power Buyer Service - 1994		

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